

WS-03478A-08-0454



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ORIGINAL

ARIZONA CORPORATION COMMISSION
RECEIVED
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

A 10: 01

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 - 74720

Date: 1/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Daniel

Russow

Account Name: Daniel Russow

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. WS-03478A-08-0454

From: Daniel Russow [mailto:[REDACTED]]
Sent: Friday, January 16, 2009 10:03 AM
To: Utilities Div - Mailbox
Subject: Public Comment Form

Arizona Corporation Commission

DOCKETED

JAN 21 2009

DOCKETED BY

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Hello,

I have attached a public comment form against the proposed rate increase of Far West Water and Sewer, docket # WS-03478A-08-0454.

Thank you,

Daniel Russow

Yuma, AZ 85365

ATTACHED:

I am a single owner of a home in the area serviced by Far West Water & Sewer. I already find my water and sewer bill to be excessive. I only use on average, less than 2000 gallons of water per month, yet I pay around \$50/month for water and sewer. Water usage makes up the smallest portion of my bill. If the proposed increases go through, I will be paying well over \$100/month, over twice my electricity bill! Water and sewer will be my my largest bill of the month. I use very little water and hence contribute very little to the sewer system. These prices

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

seem exorbitant and unnecessary. To add insult to injury, the quality of the water received is dreadful. Please stop Far West Water and Sewer from taking advantage of its customers who have no choice since they are the only water company to serve our community.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

1/20/2009 - Email to Customer:

Dear Daniel Russow,

Your email dated, January 16, 2008 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by Far West Water & Sewer, Inc. ("Far West Water & Sewer") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Far West Water & Sewer rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED

End of Comments

Date Completed: 1/20/2009

Opinion No. 2009 - 74720
